

TROUBLESHOOTING FOR ZOOM

Desktop users

You can access zoom video calls without downloading zoom by going to <https://zoom.us/> in your internet browser.

If you are given a Meeting ID to attend, go to "Join Meeting" and when prompted add the Meeting ID

If you do not have access to a camera you will be able to see the instructor but they won't be able to see you.

If you don't have access to microphone capabilities you will be able to hear the instructor but they won't be able to hear you. In these instances you can communicate via the chat function



Smartphone Users

Download the zoom app

(if you attempt to access a video meeting via the browser on your phone you may be prompted to download the app).

If you are given a Meeting ID to attend, go to "Join a Meeting" and input the Meeting ID

TROUBLESHOOTING FOR ZOOM

Looking to get a Zoom account?

Computer Method

1)Go to zoom.us

2)You'll be presented with a few options for creating an account.

You can choose to enter an email or use your google or Facebook accounts to sign up. *If you entered an email, Zoom will send an activation email to that address. Find this email and click "Activate Account" to activate your account.

3)On the page that opens up in your web browser, fill in your first and last name and a password.

4) You'll be given a link to your personal meeting URL and will have the option to click an orange "Start Meeting Now" to try out your new account

TROUBLESHOOTING FOR ZOOM

Phone Method:

- 1)Go to your Google Play for Android Users or App Store for iPhone users
- 2)Find and download the Zoom app
- 3)Once the app is downloaded, go to the app and follow the prompts to register your account